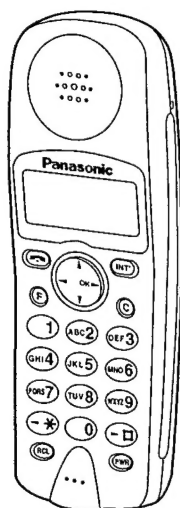


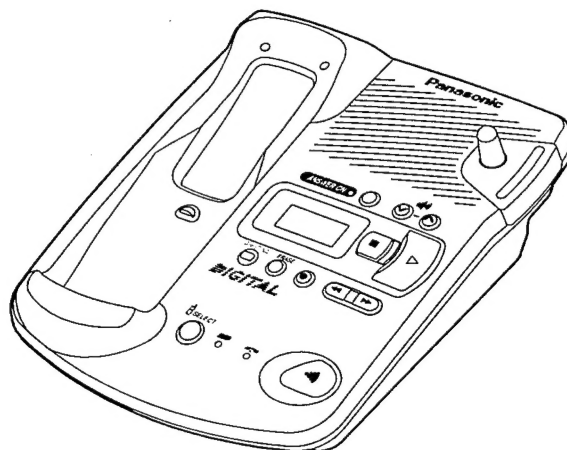
Digital Cordless Phone

KX-TCD961EB

(for United Kingdom)



(Handset)



(Base Unit)

■ SPECIFICATION

Standard:	DECT=Digital Enhanced Cordless Telecommunications GAP=Generic Access Profile (herstellerübergreifendes DECT-Funkübertragungsverfahren)	Battery life, Handset (if batteries are fully charged): Operating conditions:	Stand-by: Up to 65 hours (Ni-Cd) Talk: Up to 6 hours (Ni-Cd) 5° - 40°C, 20 - 80% relative air humidity (not condensing)
Number of channels:	120 Duplex Channels	Dialing modes:	Pulse/Tone
Frequency range:	1.88 GHz to 1.9 GHz	Recall button (set default): for PBX:	Flash (200 ms) Flash (80 ms)
Duplex procedure:	Time Multiplex, 10 ms frame length	Recall button (option):	Earth (400 ms/1300 ms)
Channel scanning:	1728 kHz	Dimensions, Base unit:	about 200 mm x 171 mm x 72 mm (L x W x D)
Bit rate spacing:	1152 kbit/s	Dimensions, Handset:	about 161 mm x 56 mm x 31 mm (L x W x D)
Modulation:	GFSK	Weight, Base unit:	about 460 g
Voice coding:	32 kbit/s	Weight, Handset:	about 110 g
Operation range:	Up to 300 m outdoors, up to 50 m indoors	Telephone line cord length:	about 2.1 m
Analog telephone connection:	Telephone Line / PBX	AC adaptor cord length:	about 2 m
Power source:	AC Adaptor 230 V ~ /50 Hz		
Power consumption, Base unit:	5 VA		

Panasonic



WARNING

This service information is designed for experienced repair technicians only and is not designed for use by the general public. It does not contain warnings or cautions to advise non-technical individuals of potential dangers in attempting to service a product. Products powered by electricity should be serviced or repaired only by experienced professional technicians. Any attempt to service or repair the product or products dealt with in this service information by anyone else could result in serious injury or death.

When you mention the serial number, write down all 11 digits. The serial number may be found on the label affixed to the bottom of the unit.

TABLE OF CONTENTS

LOCATION OF CONTROLS	3, 4
DISASSEMBLY INSTRUCTIONS	5
SETTINGS	6~8
OPERATION	9~15
HOW TO REPLACE THE RF UNIT OF HANDSET	16

LOCATION OF CONTROLS

BASE UNIT

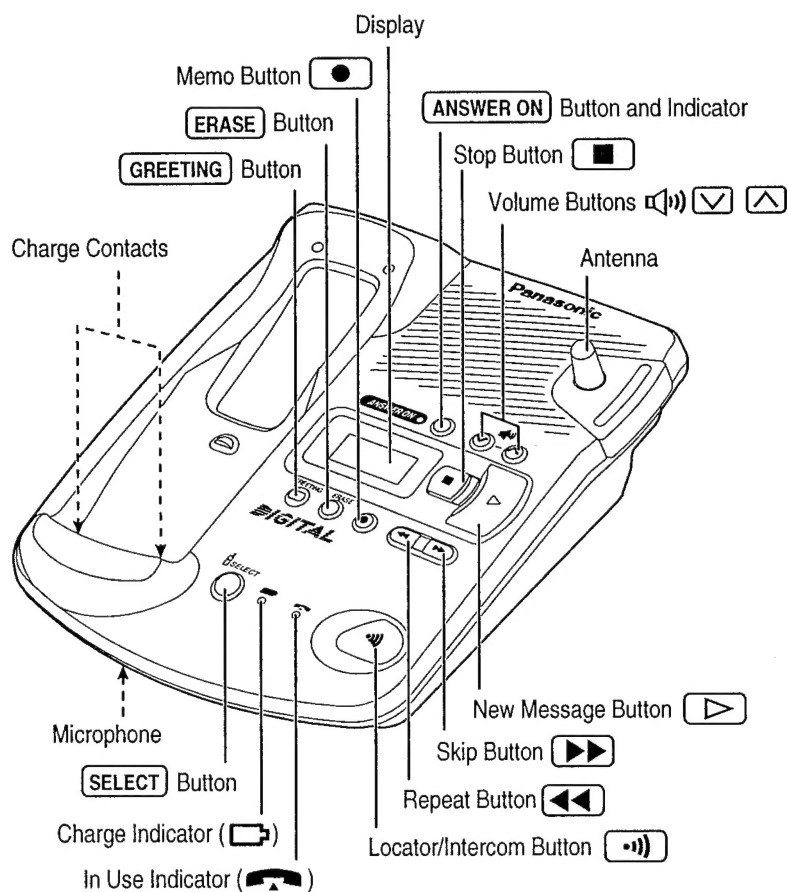


Fig. 1

HANDSET

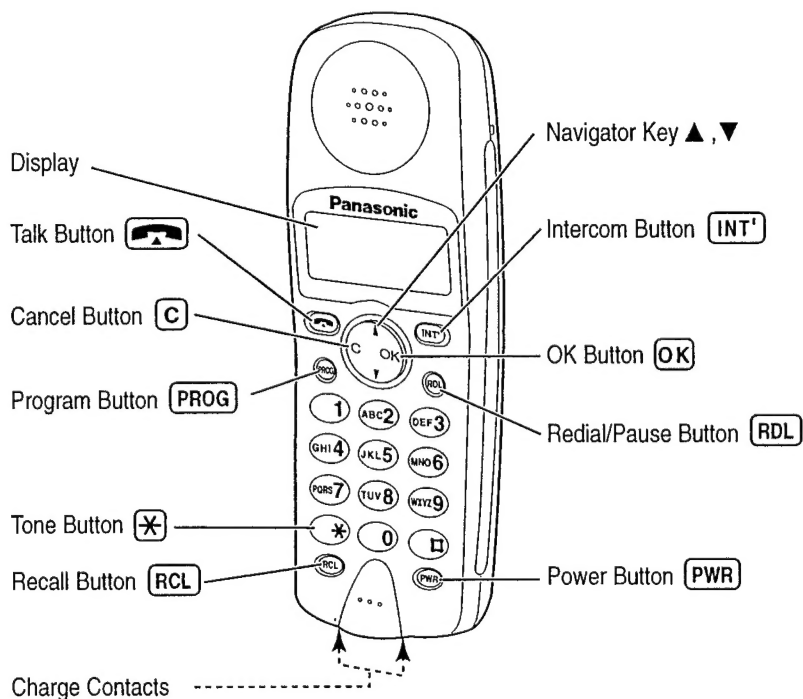
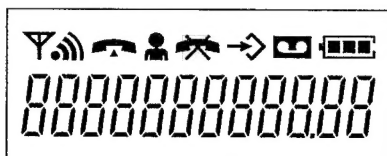










Fig. 2



(The display shows all possible configurations.)

Icons

-  The in-range icon indicates that the handset is in range of the base unit. It flashes when the handset is out of range.
-  The page/intercom icon is displayed when paging or using the intercom. It flashes when another unit pages the handset.
-  The talk icon is displayed when making or answering calls. It flashes when an outside call is being received.
-  The direct call icon is displayed when this mode is turned on.
-  The call prohibition icon is displayed when this mode is turned on.
-  The program icon indicates that the unit is in the programming mode.
-  The handset is operating the answering system remotely.
-  The battery icon indicates the battery strength.

Characters

-   is pressed while dialling.
-   is pressed while dialling.
-   is pressed while dialling.
-   is pressed while dialling.

DISASSEMBLY INSTRUCTION

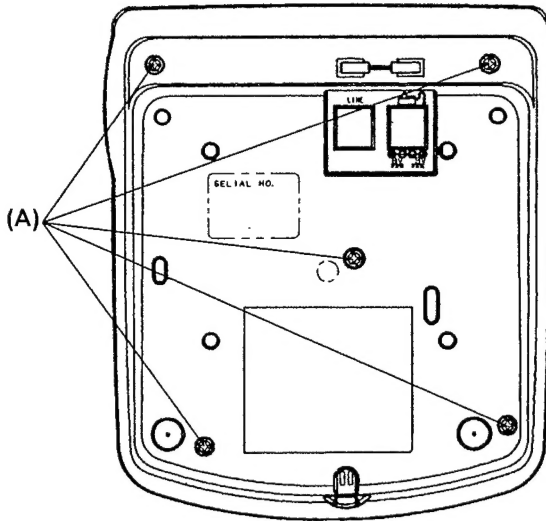
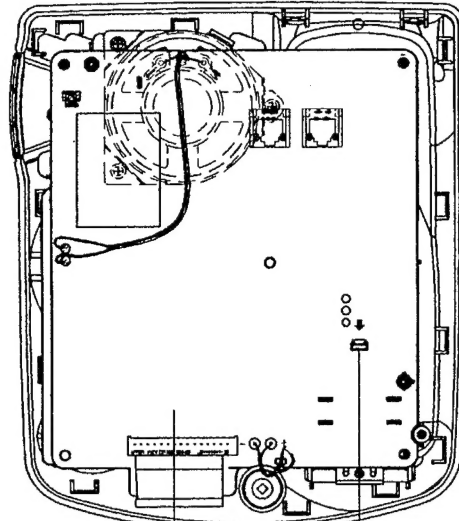


Fig. 3



Remove the P.C. Board

Press Plastic Tab.

Fig. 4

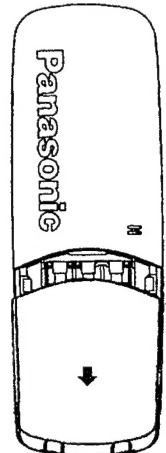


Fig. 5

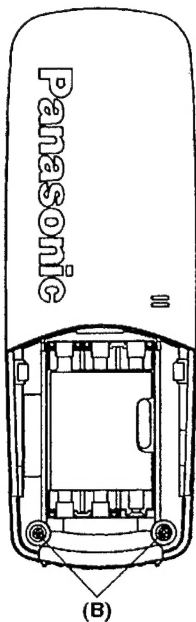


Fig. 6

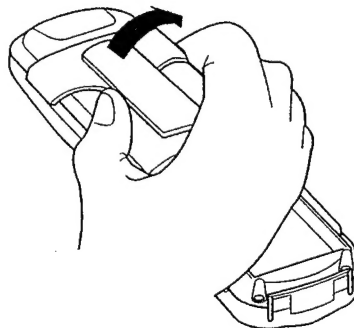
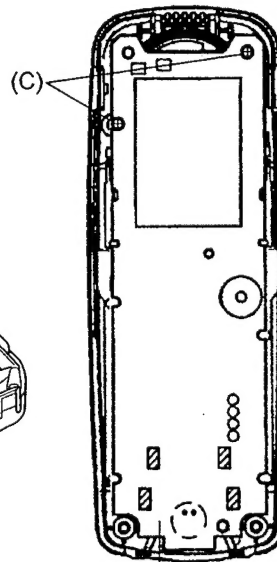


Fig. 7



Remove the P.C. Board

Fig. 8

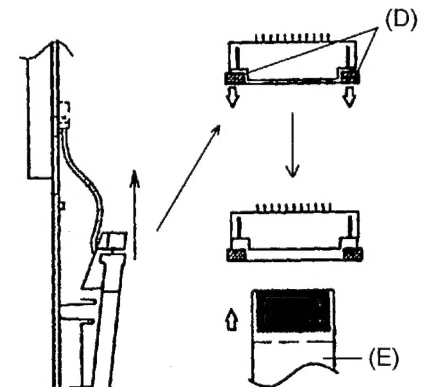


Fig. 9

Ref No.	Procedure	Shown in Fig.	To Remove	Remove
1	1	3	Lower Cabinet	Screws (2.6×14) (A)×4
2	1, 2	4	P.C. Board	Remove the P.C. Board
3	3	5	Battery Cover	Remove the Battery Cover
4	3, 4	6	Rear Cabinet	Screws (2.6×10) (B)×2
5	3~6	8	P.C. Board	Screws (2.6×10) (C)×2
6	3~7	9	LCD Lead	Pull the Connector Locks (D)×2
7	3~8			Pull the LCD Lead (E)×1

When removing the rear cabinet of handset, attach the belt clip and press it as shown in Fig. 7.

SETTINGS

INSTALLING THE BATTERIES IN THE HANDSET

Install the batteries as shown. Then install the handset cover.

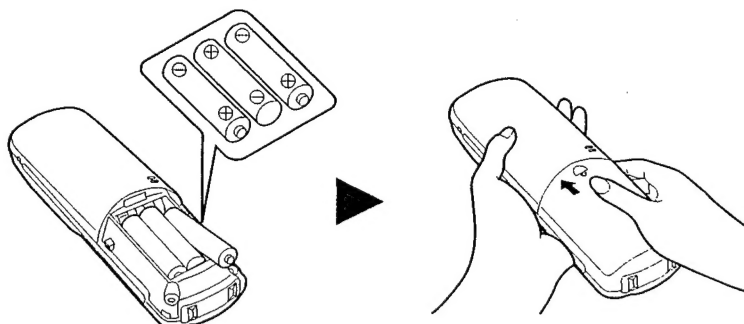


Fig. 10

- If the rechargeable batteries are not inserted correctly, the handset will not work.

CONNECTIONS

Plug in the AC adaptor and the telephone line cord to the bottom of the unit. Then connect the cords as shown.

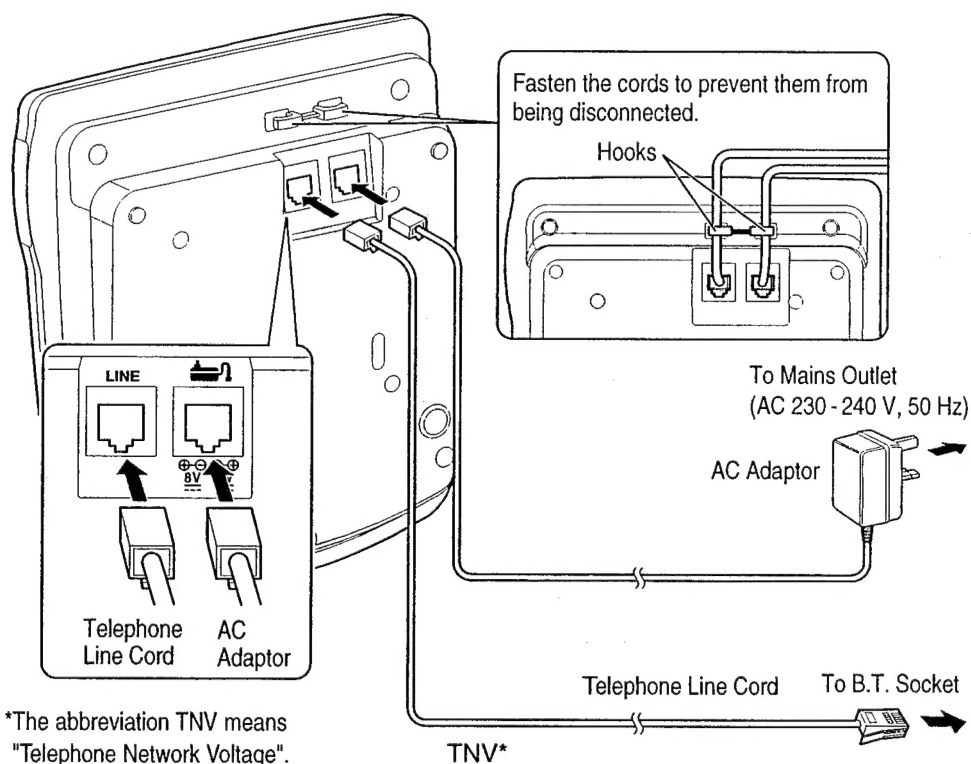


Fig. 11

- **USE ONLY WITH Panasonic AC ADAPTOR KX-TCA11E.**
- Be careful not to confuse the telephone line jack with the AC adaptor jack on the base unit. If connected improperly, the base unit will not work and damage may occur.
- The AC adaptor must remain connected at all times. (It is normal for the adaptor to feel warm during use.)

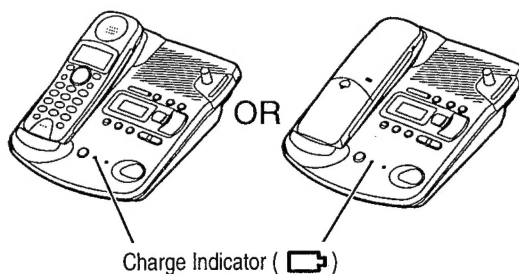
CONNECTION OF POWER SUPPLY

This apparatus is intended for use when powered by the KX-TCA11E.
Using other power supplies will invalidate any approval given to this apparatus.

Battery Charge





At the time of shipment, the batteries are not charged. To charge, place the handset on the base unit. Please charge the batteries for about **4 hours** before initial use.

- The charge indicator () lights.




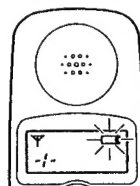
Battery strength

You can check the present battery strength on the display.

Battery strength	Fully charged	Medium	Low	No power
Battery icon				 (Flashing)

Recharge


When "  " flashes or the unit beeps every 15 seconds, recharge the batteries.



Battery information

After your Panasonic batteries are fully charged:

Operation	Approx. Ni-Cd battery life (Included)	Approx. Ni-MH battery life (Optional)*
While in use (Talk)	Up to about 6 hours	Up to about 12 hours
While not in use (Stand-By)	Up to about 65 hours	Up to about 130 hours

- Battery life may vary depending on usage conditions and ambient temperature.
- **Clean the handset and the base unit charge contacts with a soft, dry cloth.**
Clean if the unit is subject to grease, dust or high humidity. Otherwise the batteries may not charge properly.
- If the batteries are fully charged, you do not have to place the handset on the base unit until "  " flashes. This will maximize the battery life.
- The batteries cannot be overcharged.
- Nickel metal hydride (Ni-MH) rechargeable batteries (AAA size) are available.
- * When you use the Ni-MH batteries, the battery strength will not be displayed correctly.

INSTALLING THE HANDSET CLIP

You can hang the handset on your belt or pocket using the belt clip.

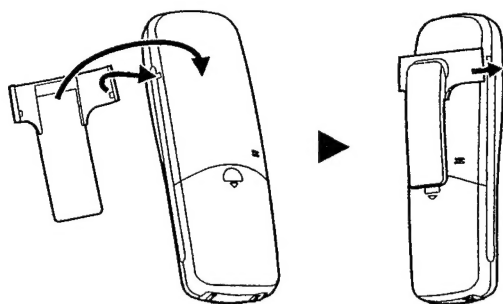


Fig. 14

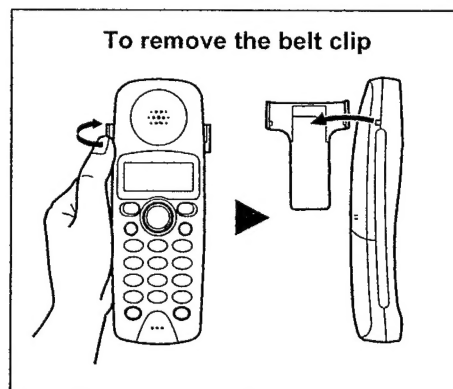


Fig. 15

SELECTING THE DIALING MODE

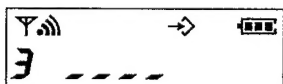
You can program the dialling mode to tone or pulse. If you have touch tone service, set to tone. If rotary or pulse service is used, set to pulse. The factory preset is tone.

Make sure that the power is ON and the unit is in the stand-by mode.

- 1 Press **PROG** then **INT'**.



Press **3**.



- 3 Enter the base unit password.

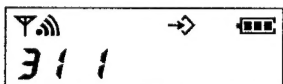
- The factory preset is 0000.

- 4 Press **1**.

- The current mode is displayed.

1: Tone 2: Pulse

Ex. Tone is selected.



- 5 To select Pulse, press **2**.

OR

To select Tone, press **1**.

- 6 Press **PROG**.

- A confirmation tone sounds and the display will return to the stand-by mode.

- If 5 beeps sound in step 3, the entered password is incorrect. Enter the correct password.
- To cancel during programming, press **PROG**, then start from step 1.

OPERATION

MAKING CALLS

TURNING THE POWER ON

Press **[PWR]** firmly.

- After all possible configurations briefly appear, the display will change to the following. Then the handset is in the stand-by mode.
- The current connected base unit number is displayed.



- You can choose whether to display the base unit number, handset number or no display in the stand-by mode by programming.

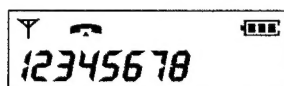
To turn the power OFF, press and hold **[PWR]** until a beep sounds.

- The display will go blank.
- The handset will not ring.
- Depending on the programming mode, you may not be able to turn the power off. First make sure the handset is set to the stand-by mode.

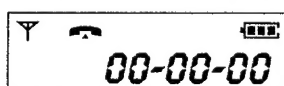
Make sure that the power is ON.

- 1 Press .
 - " " is displayed.

- 2 Dial a phone number.
 - The dialed number is displayed.






- After a few seconds, the display will start showing the length of the call.



- 3 To hang up, press or place the handset on the base unit.
 - The handset will return to the stand-by mode.

TO DIAL AFTER CONFIRMING THE ENTERED NUMBER

- 1 Enter a phone number.**
 - The entered number is displayed.
 - If you misdial, press **[C]**. Digits are erased from the right.
 - To cancel, press **[C]** firmly.
- 2 Press .**
 - After a few seconds, the display will start showing the length of the call.
- 3 To hang up, press  or place the handset on the base unit.**
 - The handset will return to the stand-by mode.
 - If "Y" flashes and an alarm tone sounds after pressing , move closer to the base unit. Then try again.
 - You can choose whether to display the length of the call, or phone number in the talk mode by programming.


TO REDIAL THE LAST NUMBER DIALLED

Press  → **[RDL]**.

- The last number dialed is automatically redialed.

TO REDIAL AFTER CONFIRMING THE NUMBERS IN REDIAL MEMORY

The unit automatically stores the last 10 numbers dialed into redial memory.

- 1 Press **[RDL]**.**
 - The last number dialed is displayed.
- 2 Select the desired number by pressing **[RDL]**.**
 - You can also search from the most recent to oldest number by pressing ▼. To search from the oldest to most recent number, press ▲.
 - "/////////" denotes the end of redial memory.
 - To exit the list, press **[C]** firmly.
- 3 Press .**
 - The number is dialed automatically.

ANSWERING CALLS

Make sure that the power is ON, otherwise the handset will not ring.

If the handset is off the base unit, press .

- You can also answer a call by pressing any dialing button **0** to **9**, ***** or **#** (**—Any Key Talk**).

OR

If on the base unit, just lift up.

- The handset and base unit will not ring if both ringer volumes are set to OFF.

SETTING THE RECEIVER VOLUME

TO SELECT THE RECEIVER VOLUME

3 levels (HIGH, MEDIUM, LOW) are available. The factory preset is MEDIUM.

While talking, press **▼** or **▲** to select the desired level.

- The display shows the volume level.

Ex. LOW is selected.



- After a few seconds, the display will return to the length of the call.

OR

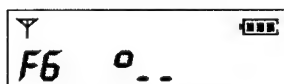
In the stand-by mode, proceed as follows.

1 Press **PROG**.

2 Press **▼** or **▲** until "**F6**" is displayed, then press **OK**.

- The current level is displayed.

Ex. LOW is selected.



3 Press **▲** or **▼** to select the desired level.

4 Press **PROG**.

KX-TCD961EB

RINGER VOLUME

7 levels are available. The lowest level is 1. The highest level is 6. The factory preset is 3. When set to OFF, the handset will not ring.

1 Press **PROG**.



2 Press **▼** or **▲** until "F22" is displayed.

3 Press **OK**.

- The current volume is displayed and rings.

Ex. Level 3 is selected.



4 Press **▼** or **▲** to select the desired level.

- Each time you press a button, the selected volume is displayed and rings.
- To set to OFF, erase "0" by pressing **▼** until "bELL OFF" is displayed.

5 Press **PROG**.

- A confirmation tone sounds and the display will return to the stand-by mode.
- When set to OFF, "bELL OFF" will be displayed.

SELECTING THE BASE UNIT RINGER VOLUME

Ringer volume

4 levels (HIGH, MEDIUM, LOW, OFF) are available. The factory preset is MEDIUM. When set to OFF, the base unit will not ring.

1 Press **PROG** then **INT'**.



2 Press **2** TWICE.

- The current volume is displayed.
- 1: LOW 2: MEDIUM 3: HIGH 0: OFF

Ex. MEDIUM is selected.



4 Press the desired volume level **1**, **2**, **3** or **0**.

- Each time you press a button, the selected volume is displayed and rings.

5 Press **PROG**.

- A confirmation tone sounds and the display will return to the stand-by mode.

Greeting Message



You can record a personal greeting message. If a greeting message is not recorded, one of two pre-recorded greeting will be played when a call is received.

All messages (greeting, incoming, memo, etc.) are stored in digital memory. The **total recording time is approximately 15 minutes. The greeting recording time is limited to 2 minutes and 30 seconds.** We recommend you record a **brief greeting message** (see the sample below) in order to leave more time for recording new messages.

To record a greeting message

- 1 Press and hold **[GREETING]** for about 2 seconds to record your greeting.
 - A series of short beeps will sound, followed by a long beep.
- 2 After the long beep, talk clearly, about 20 cm away from the MIC (microphone).
 - The base unit display shows the elapsed recording time.
- 3 When finished, press **[■]**.
 - To check the recorded greeting, press **[GREETING]**.
 - To change the message, repeat from step 1.

To adjust the speaker volume (9 levels)

To increase, press  **[^]**. To decrease, press  **[^]**.

Greeting message sample

"Hello, this is (your name and/or number). Sorry I cannot take your call.
Please leave a message after the beep. Thank you."

To erase a recorded greeting message

- 1 Press **[GREETING]**.
- 2 Press **[ERASE]** while the message is being played.
 - The unit will answer a call with a pre-recorded greeting.

Pre-recorded greeting message

If you do not record a greeting message, one of two messages will be played when a call is received, depending on the caller's recording time.

To check the pre-recorded greeting, press **[GREETING]**.

- A pre-recorded greeting will be played as follows.
 - When the recording time is set to "1 minute" or "unlimited";
"Hello, we are not available now. Please leave your name, message and phone number after the beep. We will return your call."
 - When the recording time is set to "greeting only";
"Hello, no one is available to take your call. Please call back later."

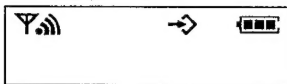
Programming Summary for the Answering System

You can program function items using the handset near the base unit. See the corresponding pages for function details. Make sure that the power is ON and the unit is in the stand-by mode.

<Stand-by mode>



Press **PROG** then **INT'**.



Press **[]**.

Enter a desired function command as shown below.

Command	Function item	Command	Function item
0	To adjust the time and day	4	To set the greeting monitor function
1	To set the remote code	7	To set the VOX SENS function
2	To select the number of rings		
3	To select the caller's recording time		

- If "Y" flashes on the handset display and an alarm tone sounds, move closer to the base unit and try again.
- To cancel during programming, press **PROG**. Start again from the beginning.
- To return to the previous step during programming press **C**.
- When programming is completed, a confirmation tone sounds.*
- If 6 beeps sound on the base unit during programming, a wrong key was pressed. Enter the correct number.

*What the confirmation tone means

- 1 beep: The new programmed setting or selection is done.
- 2 beeps: The setting or selection is the same as the previous one.
- 6 beeps: The setting or selection is not correct. Try again from the beginning.

Selecting the Number of Rings

You can select the number of times the unit rings before the answering system answers a call, from 2 to 7 or AUTO (for Toll Saver*). The factory preset is AUTO.

1 Press **PROG** then **INT'**.

2 Press **[]**.

- "**[]**" is displayed on the handset.
- "P" is displayed on the base unit.

3 Press **[2]**.

- The current setting is displayed on the base unit.

4 Press dialing button **[0]** or **[2]** to **[7]** to set the number of rings.

- 0: Selects "AUTO". "A" is displayed.
- 2-7: The unit will answer after the selected number of rings.

5 Press **PROG**.

*Toll Saver (When set to "AUTO")

When you call the unit from a touch tone telephone:

If the unit answers on the 2nd ring, there is at least one new message.

If the unit answers on the 5th ring, there are no new messages.

Hang up when you hear the 3rd ring. This will save you the toll charge for the call.

Setting the Greeting Monitor Function

When your greeting message is being played to the caller, you can listen to it through the base unit speaker. To listen to your greeting, set to 2 (ON). The factory preset is 1 (OFF).

1 Press **PROG** then **INT'**.

2 Press **[]**.

- "**[]**" is displayed on the handset.
- "P" is displayed on the base unit.

3 Press **[4]**.

- The current setting, "1" or "2", is displayed on the base unit.

4 To set to ON, press **[2]**.

OR

To set to OFF, press **[1]**.

- The setting is displayed.

5 Press **PROG**.

HOW TO REPLACE THE RF UNIT OF HANDSET

When replacing the P.C. Board No. PQUP10927ZB and PQUP10927YA, the hotmelt removing and putting operation is required.

1. Cool the P.C. Board in the freezer for 10 minutes, then remove the hotmelt of the hatched parts in Fig. 16 with the tip of minus screwdriver.
2. Remove the solder of each pin on RF unit, then remove the RF unit from the P.C. Board.
3. After soldering the new RF unit on the P.C. Board surely, put the hotmelt on the hatched part in the Fig. 16.

4. Note:

Above-mentioned hotmelt removing and putting operation is only for the P.C. Board No. PQUP10927ZB and PQUP10927YA.

5. There is no need of the hotmelt removing and putting operation for the PC Board No. PQUP10927ZC.

Don't put hotmelt here.

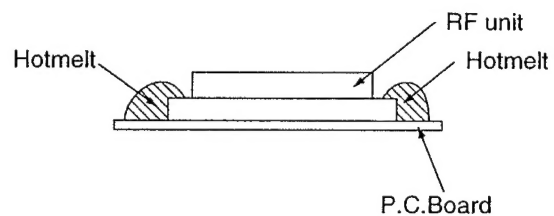
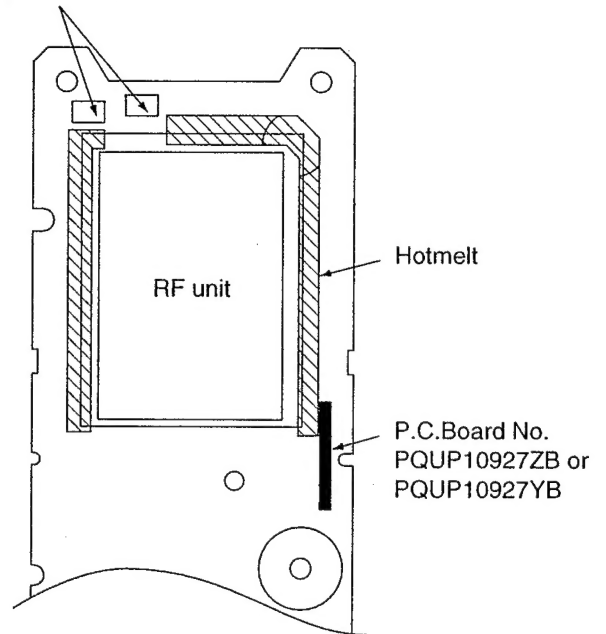


Fig. 16